



February 23, 2009

Ms. Marlene H. Dortch
Federal Communications Commission (FCC)
Office of the Secretary
445 12th Street, SW
Washington, DC 20554

Re: EB Docket No. 06-36

Dear Ms. Dortch:

Enclosed for electronic filing in compliance with the FCC customer proprietary network information (CPNI) rules under 47 C.F.R. § 64.2009(e) is the 2008 CPNI annual compliance certification and accompanying statement of operating procedures for HTC Services, Inc.. (499 Filer ID: 821584).

Please contact me if you have any questions or concerns regarding this filing.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read 'Ronald Laqua', is written over the typed name.

Ronald Laqua
CEO/CPNI Compliance Officer
rlaqua@rrv.net
(218) 456-2125

Attachments

cc: Best Copy and Printing, Inc.

Annual 47 C.F.R. § 64.2009(e) CPNI Certification

EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2008

Date filed: 02/23/09

Name of company covered by this certification: HTC Services, Inc.

Form 499 Filer ID: 821584

Name of signatory: Ronald Laqua

Title of signatory: CEO/Compliance Officer

I, Ronald Laqua, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See 47 C.F.R. § 64.2001 et seq.*

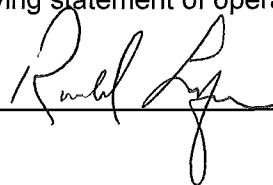
Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules. *See attached accompanying statement of operating procedures.*

The company has not taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year.

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.

The company currently has no information with respect to the processes pretexters are using to attempt to access CPNI. At this time, we have not encountered known pretexting. Our protective measures against pretexters are outlined in the accompanying statement of operating procedures.

Signed: _____

A handwritten signature in black ink, appearing to read 'Ronald Laqua', is written over a horizontal line.

Attachment: Accompanying Statement of Operating Procedures

Per the FCC CPNI rules [47 CFR §64.2009(e)] and as referenced in the attached signed certification, HTC Services, Inc., herein referenced as the Company, hereby certifies that the Company [and its affiliates] is in compliance with the FCC CPNI rules and has outlined some of the important operating procedures below in order to ensure the Company's compliance in the protection of CPNI:

1. CPNI manual has been updated in order to account for all current FCC CPNI rules and has been adopted by our Company's board.
2. CPNI Compliance officer has been designated to oversee all CPNI duties, training, and activity.
3. Employees have been trained on when they are, and are not, authorized to use or disclose CPNI.
 - Disciplinary process has been defined and is in place for violations and/or breaches of CPNI.
4. Carrier authentication requirements have been met.
 - All customers during a customer-initiated telephone call are authenticated as being an authorized account contact before discussing CPNI (non-call detail or call detail) without utilizing readily available biographical or account information as defined by the FCC.
 - Call detail is only released to customers during customer-initiated telephone contact if a password is provided. If the requesting customer does not provide a password, only the following FCC approved methods are permitted for the release of the requested call detail:
 - Send the requested detail to the address of record (only a physical or email address associated with that particular account that has been in our company files for at least 30 days)
 - Call the customer back at the telephone number of record (only disclosing if the customer was authenticated as being an authorized account contact)
 - Have customer come in to Company's office and provide a valid government issued photo ID
5. Company will not release CPNI to its agent, independent contractor, or joint venture partner unless the agreement between the two parties contains provisions that the agent, independent contractor, or joint venture partner will:
 - Use the CPNI only for the purpose for which the CPNI has been provided,
 - Not disclose or allow access to the CPNI by any other party (unless specifically required to do so by a court order), and
 - Implement appropriate safeguards acceptable to the Company to ensure the confidentiality of the Company's CPNI.
6. Notice to customer of account change as customers are notified immediately when a customer creates or changes one of the following:
 - Password
 - Customer response to a back-up means of authentication for lost or forgotten passwords

- Online account information
 - Address of record
7. The notice to customer of account change only identifies the general type of change and does not reveal the actual changed information.
 8. Notice of unauthorized disclosure of CPNI: a notification process is in place in order to notify both law enforcement and customer(s) in the event of a CPNI breach within the timeline specified by the FCC.
 9. CPNI is not utilized for outbound marketing purposes for any service to which a customer does not already subscribe from the Company.
 10. For inbound marketing purposes (when a customer calls in to inquire about a new, additional, or modified service), the Company may use the customer's CPNI (other than call detail CPNI), after authenticating the customer and providing oral notice, to assist the customer for the duration of the customer's call.
 11. Additional protection measures are taken above and beyond the current FCC CPNI rules
 - Company takes reasonable measures to discover and protect against activity that is indicative of pretexting.
 - Company maintains security of all CPNI, including but not limited to:
 - Files containing CPNI are maintained in a secure manner so that they cannot be accessed by unauthorized individuals or in an unauthorized manner.
 - Documents containing CPNI are kept in secure areas and are shredded when discarded.
 - Computer terminals are locked when employee is not at the station.